



Announcing:

WORLD WAR II MEMORIAL

***The 7th Annual Public Service
Professional Development
Series***

***Federal Executive Board
Greater Los Angeles
FY 2009 Training Opportunities***

November 20, 2008

January 15, 2009

March 19, 2009

May 21, 2009

July 16, 2009

September 17, 2009

***Who Should Attend?
All Public Service Professionals who:***

- ***Work in an organization that is undergoing change***
- ***Are seeking ways to improve their individual skills***
- ***Need local, low-cost, solution-focused training***

Influencing Others to Work Together

The 7th Annual Public Service Professional Development Series has been created to meet the intergovernmental needs unique to public service.

The Public Service Professional Development Series addresses the mutual professional development demands identified by the public service partners located throughout the Greater Los Angeles Area. Joining together to focus on our similar training requirements allows us to offer courses designed specifically for public service employees. By leveraging resources available through federal, state, and local governments, and our private industry partners, we have the ability to offer low-cost training provided by well-respected sources.

*This series also offers flexibility that is not available in most long term training programs. You can send one person to all six seminars creating a comprehensive training opportunity or you can send a different individual to each seminar, tailoring the program to each professional development need. This flexibility allows you to budget for an entire years worth of courses at the lowest possible rate. You pay once for six training programs and you decide how to distribute the tickets which will be sent to you in advance of the first session. If you or your designee cannot attend - send someone else. Use them as developmental tools or possibly incentive awards. **You decide!***

Take advantage of this unique opportunity for exceptional quality training at an affordable price!

- Special Thanks to VA Greater Los Angeles Healthcare System (VAGLA), Donna M. Beiter, R.N., MSN, Acting Director, Harold D. Goings Jr. II, Acting Director, Human Resources, Brian J. Happy, Chief, Acquisition and Material Management Service, for providing resources for publication.
- Training Programs arranged by Ira H. Needleman, Chairperson, FEB, Shared Training Forum.
- Graphic Design prepared by Scott Hathaway, Associate Chief, Public Relations/Multi-Media, (VAGLA).
- Ruben Manzano, Reproduction Section, (VAGLA).

November 20, 2008 * 8:30 a.m. - 12:30 p.m. * Session # 1
Speaker/Sponsor: Debra LaCroix, Dynamic Learning Concepts
“Making the Transition to Management”- The impact of Career success!

This seminar will help you build the foundation for your management career and provide you with the tools you need for a successful transition into your new role. You will learn the practical know-how you need and the confidence you want to plan, organize, coach, implement, evaluate, motivate, delegate and communicate in order to be an effective new manager. Discussions to include new managerial responsibilities, building alliances with peer managers, master the basics of coaching, communication, motivation, delegation and performance management. You will gain the basic fundamentals to become an effective member of the management team.

January 15, 2009 * 8:30 a.m. - 12:30 p.m. * Session # 2
Speaker/Sponsor: Michael Staver, The Staver Group
“Leadership Isn't For Cowards”- How to Lead Courageously!

Courage has to do with the willingness and ability to face what needs to be faced and to do what needs to be done. Be confident that your values are being consistently executed and felt in every aspect of the business, the community where you live, and in the lives of those you influence. To what extent are you living and leading in alignment with those beliefs and values? People crave courageous leadership. For instance, it takes courage to make decisions whose outcome will affect the success of the organization. It is the courageous leader who can take responsibility for his or her choices. It is the courageous leader who despite the pressure of the balance sheet, market conditions, or personal gain, will make the decisions that are people focused. You will learn how great leaders stay focused and why courage matters.

March 19, 2009 * 8:30 a.m. - 12:30 p.m. * Session # 3

Speaker/Sponsor: RDR Group, Rich Brandt, MA

“Connecting With Others - Repairing Disconnects/Improving Connections”- a key to reaching customer satisfaction!

This program looks at 5 strategic skills which are necessary to connect with a wider scope of individuals. Various studies are examined to demonstrate the criticality of connecting. This includes the research from the **Gallup Q-12** and the **Great Place to Work Institute** which shows a powerful link between inclusion and productivity, profitability, retention and customer service. Participants will build their own case by brainstorming around the question: **what is the impact on employees, customers and the organization, when people disconnect?**

The importance of connecting has everything to do with successful outcomes. Participants will create a brief action plan that can strengthen their connections in reference to employee and customer relations.

May 21, 2009 * 8:30 a.m. - 12:30 p.m., Session # 4

Speaker/Sponsor: Mark Samuel, IMPAQ, Author of “Creating the Accountability Organization” and “The Power of Personal Accountability”

“Leadership & Accountability Based Change”- Developing “Recovery Plans” to Accelerate the Implementation of Change!

Through this exciting seminar, you will learn strategies and tools to deal with the increasing amount of change resulting in new technology, process improvement, reduced resources and restructuring. Participants will learn strategies for effectively planning change, communicating change in a way that influences others, and implementing change to get results. Participants will learn an accountable process for creating culture change, for dealing with resistance and for creating an environment of support during a change effort. This program is ideal for organizations interested in improving performance and communication between employees and team members.

July 16, 2009 * 8:30a.m. 12:30p.m., Session # 5

Speaker/Sponsor: Robert L. Grant, President and CEO the Grant Group

“The Management of Human Capital”- An interactive opportunity to explore the most challenging areas of supervision.

This session will focus on the Management of Human Capital. This highly interactive workshop will address multiple workplace issues that often impede a manager's ability to accomplish the agency's mission. Specific attention will be given to absenteeism, reasonable accommodation, correcting misconduct at the lowest level, and management rights with labor organizations.

Supporting this session will be a review of landmark U.S. Merit Systems Protection Board, (MSPB) and Federal Circuit rulings, as well as discussion of the U.S. Office of Special Counsel and the U.S. Equal Employment Opportunity Commission, (EEOC) posture with covered case law.

September 17, 2009 * 8:30a.m. 12:30p.m., Session # 6

Speaker/Sponsor: Hank Clemons, PhD- The HLC Group

“Leadership and the Art of Managing Expectations”- Supervisors can create better employees just by believing in them!

Believing in others is a very powerful concept when managing a diverse workgroup. This interactive session will show you how to create positive results with your employees, improving productivity and morale in the process. It's a fact, limited expectations bring limited results. High expectations lead to exceptional results. If leaders want employees to assume responsibility, they must lead in such a way that the health of the organization may depend upon the engagement of employees' strengths. You will learn how to create positive employee acceptance, attitudes towards work, communications styles and personal motivations. Managers and supervisors can improve productivity by managing with mutual expectation between employees. Believing in employees gives the employee confidence in the supervisor and in themselves!

Public Service Professional Development Series **Training Consultant Alumni**

Bill Hillar, PhD.
Catalyst Group, Ken Lodi
Dale Carnegie Training, Tom Kibler, Dick Bonar
Debra LaCroix, Dynamic Learning Concepts
Development Dimensions International, DDI, Stan Evans
Edd Conboy, M.S.
Graduate School, U.S. Department of Agriculture, Jean Mizuiri
Grant Group, Robert L. Grant
HLC Group, Hank Clemons, PhD
HR Strategic Services/Global Training Group, Dan Sakimoto
IMPAQ, Mark Samuels
Italix Consulting Services, JoAnn Polcari, PhD
JAE Limited, Joan Wisnoski
Jerry Strom
Jude Cassel & Associates
Ken Blanchard Companies, Ron Leano, Mark Paskowitz
Laurie Lemieux, M.S., Lemieux Group
Malcolm Kushner
Management Concepts, Joe Riddle
Michael Staver
Mike Rounds, Rounds, Miller & Associates
Robert New, MBA. C.P.M.
Partners in Leadership, Inc., John Grover
RDR Group, Rich Brandt, M.A.
Roz Teller
Stewart Liff
Susan RoAne
Tina Jackson, M.A., M.C.C.

The Federal Executive Board of Greater Los Angeles is proud of our association with these exceptional trainers. The FEB has developed a contact list of the Alumni of Public Service Professional Development Series training facilitators for your use. The listing identifies past and present training consultants, contact information, and their training course specialty areas. Please contact the trainer directly for fee schedule. Please visit us at www.losangeles.feb.gov (Training Services).

Ticket price includes all 6 sessions.
Tickets & Directions (free parking) will be sent to your
contact person once payment has been processed.
Mail, Fax or E-mail Registration to FEB
By: October 31, 2008
Series Fee \$415.00

Contact Person: _____

E-mail: _____

Phone: _____ **Ext.** _____ **Fax:** _____

Agency: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Method of Payment

☐ **Enclosed Check** ☐ **Credit Card**
Payable to FEB **VISA/MC**

Number of series ordered:

(1 order is 1 ticket for each of the 6 courses)

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All six sessions will be held at the same location:
The Grand, Long Beach Event Center
4101 E. Willow Street
Long Beach, CA 90815



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National World War II Memorial, Washington, D.C.